



**NEIGHBOURHOOD WATCH WA**

**POLICIES &  
PROCEDURES**

**2016**

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## Introduction

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Neighbourhood Watch WA (NHW WA) is a community based crime prevention and reduction program that runs across Western Australia. Neighbourhood Watch WA is a Western Australia Police supported program.

NHW WA acknowledges the value that volunteering has on contributing to a positive quality of life and strengthening communities. Involving volunteers in the NHW program and associated activities brings a diversity of backgrounds and experience to our program that assists us to strengthen and enrich the involvement we have with local communities.

These Policies & Procedures provide an overview of the relevant state wide policies and procedures for NHW WA and flexibility for NHWWA groups and other local partners to develop local procedures.

In order to ensure public confidence in NHW, and provide an environment for people to be volunteers in the program, it is appropriate that all volunteers adhere to this document. These Policies & Procedures form part of the induction program that all NHW WA volunteers must complete to become a volunteer within the NHW WA program.

NHW WA will not be prescriptive as to how a NHW group is structured or operates. It is recognised that the NHW program is made up of participants and volunteers concerned about their communities, and that the active volunteers will organise their group to meet the needs of their local communities.

**For assistance and clarification of these Policies & Procedures, please contact the NHW State Coordinator on (08) 9222 1513.**

**This document can be reviewed and updated at anytime at the discretion of the NHW State Coordinator.**

**Any Active Volunteer who fails to comply with these Policies & Procedures may be subject to the termination of their registration with NHW WA.**

## About Neighbourhood Watch WA

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### Our Vision

*For WA Communities* – Where local Western Australian communities are renowned for being welcoming, friendly, safe and secure for everyone.

*For Neighbourhood Watch WA* – Where Neighbourhood Watch is a catalyst for positive change within communities across the State.

### Our Mission

To connect people where they live, work and play and enable them to work together to build safer local neighbourhoods.

### Our Philosophy

“Neighbours helping neighbours”

Assist the Western Australia Police in its efforts to reduce crime in the community by:

- Increasing communication and participation in a neighbourhood amongst neighbours by being aware, being friendly and caring for each other and where they live;
- Reducing crime in a neighbourhood;
- Increasing levels of perceived safety and wellbeing among those who live in a neighbourhood;
- Stimulating a sense of community which produces increases levels of participation; and
- Encouraging reporting of suspicious activity in your neighbourhood.

### Our Objective

**To work together to prevent crime and therefore create a safe and congenial environment.**

## Definition of a Volunteer

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Definition of a Volunteer -

*NHW WA defines a volunteer as a person who actively volunteers their time in an activity or project which promotes the NHW philosophy under the banner of NHW. A volunteer is someone aligned to a NHW group that is registered with NHW WA.*

## Principles of being a Volunteer with Neighbourhood Watch WA

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- Volunteering work is unpaid.
- Benefits the community and the volunteer.
- Volunteering is always a matter of choice.
- Volunteering respects the rights, dignity and culture of others.
- Volunteering is a legitimate way in which citizens can participate in the activities of their community.
- NHW WA is open to all people who are willing to volunteer their time and capabilities to support the work of NHW and agree to abide by the rules and guidelines of the organisation.
- NHW WA is to remain non-political, non-sectarian and must not endorse commercial enterprises unless sanctioned by the NHW State Board.
- Volunteers are not to use NHW for personal gain or advantage.
- Promotional material is not to be used to air personal opinions.

## Becoming a Volunteer with NHW

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Any community member who is people focussed and has a commitment to working with others within the NHW WA Policies & Procedures to make their community a safer place can be a volunteer with NHW WA.

By becoming a volunteer you will be committing to becoming involved in projects, programs and events that promote the NHW philosophy and objective in your local community. You can join an existing group or if one doesn't exist start your own.

### Step 1 – Police Clearance

- Once you have completed your online registration form all new volunteers must have a Police Clearance completed. The Police Clearance will be coordinated by NHW State Office.
- A volunteer will not have their application approved should they have any outstanding warrants or charges pending.
- NHW State Office reserves the right to determine an applicant's suitability based on the nature and history of any offence/s.
- All applicant's will be advised in writing if they are deemed unsuitable to be a volunteer and invited to reapply after 12 months.

- If the application has been forwarded to NHW State Office via a Local Government Authority (LGA) then the contact at the LGA will be informed in writing that the application has been declined. All information and details will be treated with discretion and confidentiality.
- NHW State Office retains the right to require volunteers to renew Police Clearances every two years. This process will be managed by the NHW State Office.
- If during the renewal of a Police Clearance, a current volunteer is found to have outstanding warrants or charges then their registration will be suspended pending the outcome of any investigations or court decisions. All registration suspensions will be advised in writing to the volunteer, Local Government Authority (if applicable) and NHW WA group contact. All information and details will be treated with discretion and confidentiality.

## **Step 2 - Induction**

NHW places importance on the induction of new volunteers to ensure that all aspects of NHW WA's operations, policies, programs and procedures are understood. The induction process may be repeated in line with the renewal of Police Clearances every two years.

The induction consists of –

1. Reading this document.
2. Acknowledging that this document has been read and understood by completing the NHW Online Induction. The NHW Online Induction will take you through a series of ten questions. All the answers are in this document.

NHW State Office acknowledges that a further induction may be required by a Local Government Authority who support a local NHW WA Group.

## **Step 3 – Acknowledgement**

Once the Police Clearance and the Induction has been completed NHW WA will advise the volunteer in writing of their acceptance into the NHW program.

## **Standards of Behaviour**

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### **Dress Code**

When required to represent NHW WA at any event, forum, workshop, and activity etc NHW WA will supply t-shirts free of charge to any volunteer who requests one.

It is requested that when representing Neighbourhood Watch at any local events, programs or projects that Active Volunteers demonstrate a neat and responsible standard of dress.

### **Respect for Each Other**

Behaviour which is unacceptable includes:

- Verbal or written abuse;
- Physical abuse or assault;
- Discrimination, harassment, intimidation, victimisation or bullying;

- Careless or reckless behaviour; and
- Breach of any applicable laws or regulations.

The following paragraphs give some more detailed explanations in respect to discrimination, harassment and bullying.

## Discrimination

Discrimination is where one person or group is treated less favourably than another based on unlawful and unacceptable grounds. More information is available from the Australian Human Rights Commission – [www.humanrights.gov.au](http://www.humanrights.gov.au).

Under Australian law, it is unlawful to discriminate against persons or groups on a number grounds. Some of those grounds include:

- Sex;
- Race, skin colour or ethnicity;
- Age;
- Impairment or disability;
- Sexual preference or gender identity;
- Pregnancy;
- Marital status;
- Family responsibility; and
- Religious or political beliefs.

## Harassment

Harassment is a form of discrimination and can take many forms. It may be verbal, physical, written or pictorial. Harassment is conduct that is unwelcome and unwanted and that causes offence, intimidation or humiliation. More information is available from the Australian Human Rights Commission – [www.humanrights.gov.au](http://www.humanrights.gov.au).

Conduct that may be considered harassment includes:

- Sexual harassment. Including but not limited to:
  - Pressure or demands for dates or sexual favours;
  - Unnecessary familiarity – staring at a person or brushing against someone;
  - Unwanted physical contact;
  - Sexual jokes or innuendo – including written or verbal;
  - Offensive telephone calls or text messages; and
  - Unwelcome comments or questions about a person's sex life.
- Jokes based on race, sexuality, pregnancy, disability, etc;
- Mimicking someone's accent, or the habits or someone with a disability;
- Ignoring or isolating a person or group because of their race, sexuality, pregnancy, disability etc; and
- Display or circulation of racist, pornographic or other offensive material.

## Bullying

Bullying can be repeated unreasonable behaviour directed towards someone that creates, or may create, a risk to health and safety. It can also be a pattern of behaviour which has, or may have, the effect of injuring someone, either physically or psychologically.

Some examples of conduct that may be considered bullying are:

- Persistent verbal or physical abuse; and/or
- “Initiation” practices that involve humiliation, intimidation or abuse.

## **Code of Conduct**

This section describes the behaviours and standards which all Active Volunteers are expected to apply in order to uphold the mission and values of NHW WA.

Volunteers should act with the highest ethical standards and integrity. This includes:

- Promoting and demonstrating high moral and ethical standards;
- Behaving in a professional and responsible manner;
- Not taking unfair advantage of anybody;
- Not bringing Neighbourhood Watch into disrepute or conducting themselves in a manner which might lead to such a situation;
- Dealing with other volunteers, the public and other organisations in a respectful, courteous, honest, fair, reasonable and cooperative manner;
- Ensuring that all matters relating to Neighbourhood Watch and its activity are dealt with promptly and courteously, and not in an inappropriate or frivolous manner;
- Operating within the law: and
- Ensuring these Policies & Procedures are complied with to the best of their knowledge and belief.

**Any Active Volunteer who fails to comply with these Policies & Procedures may be subject to the termination of their registration with Neighbourhood Watch WA.**

## **Starting a NHW Group**

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**Any community member who is people focussed and has a commitment to working with others to make their community a safer place can join an existing NHW group or establish a new one. An effective NHW WA group should only be established if there are enough volunteers to support one. The program will not work without ongoing support.**

Some key questions and important considerations in establishing a local NHWWA group:-

- Is there an existing active NHW WA group within the local community?
- Are the people prepared to work with other community members to set up a NHW WA group?
- Do the people involved have enough spare time required to get a NHW WA group started?
- Have members of the planned NHW WA group spoken with the NHW WA State Coordinator and/or other NHW WA active volunteers?

A NHW WA group is not limited to any number of homes or streets. The size of a NHW WA group is dependent on community need and a group can be initiated in a number of

ways. For example, streets surrounding a park or a school, a single block of units or a nursing home.

## **First Step**

The first step is to identify other like minded community members to form a group. This step is also used to identify key community partners such as the LGA who may be involved in supporting the establishment of a NHW WA group.

Other important considerations for the group to discuss and resolve include:

- How will NHW WA activities be funded (e.g. local supporters, grants, Local Government funding)?;
- How will the costs of running a NHW WA group be covered (e.g. meetings, activities, promotion)?;
- How will the NHW WA group communicate with members (e.g. email, telephone)?;
- How often will the NHW WA group meet and where?;
- How will the new NHW WA group be promoted to the local community?; and
- Are there sufficient numbers to appoint roles within the group?

## **Second Step**

**When a NHW WA group is established, the NHW State Coordinator will address the group to ensure full understanding and acceptance of the NHW WA philosophy.**

A NHW Registration must be completed for all Volunteers and submitted to the NHW WA State Coordinator for Police checks, ID card and inclusion on the central NHW WA database.

**NHW WA groups are effective groups who generally:**

- Have an Area Coordinator who acts as a key point of contact for the NHW State Coordinator, Local Government and Police;
- Conduct a minimum of five functions per year (which may include meetings, promotional events, community information sessions, cocooning);
- Hold regular meetings;
- Distribute NHW WA and other community safety and crime prevention promotional material as needed;
- Work in partnership with other community groups and NHW WA stakeholders;
- Promote NHW WA achievements through local media and NHW WA State Coordinator;
- Keep NHW State Coordinator informed of any movement within the group; and

- Work with Local Government authorities and support Police on crime prevention strategies.

### **To support the vision of NHW WA, volunteers will typically:**

- Be actively volunteering in the local community promoting crime prevention initiatives through activities or projects;
- Use and promote methods of encouraging communication between neighbours;
- Use and promote ewatch to residents; and
- Encourage members to mark their property for identification.

## **Termination**

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### **By a Volunteer**

Should a Volunteer wish to resign from NHW WA they are requested to advise either their Local Government Authority or NHW WA.

Upon receipt of a termination the NHW State Office will remove all records from the NHW WA data base. A person will need to resubmit an application form should they wish to reinstate their registration.

### **By NHW WA: Misconduct**

Examples of misconduct include:

- Being convicted of a criminal offence;
- Using Neighbourhood Watch promotion material to air personal opinions;
- Using Neighbourhood Watch for personal gain or advantage;
- Unwillingness or inability to support and further the philosophy of NHW and/or the objectives of the programme;
- Verbal or physical harassment of any person particularly in respect of race, sex or religion;
- Intoxication through alcohol or other prohibited substance while representing NHW;
- Any unlawful behaviour; and
- Any Active Volunteer who discredits NHW WA by their actions and/or behaviour or is considered disruptive by their group.

Any person or NHW WA group who is in breach of any of the above may forfeit their registration at the discretion of the NHWWA State Coordinator.

Any action to remove a NHW WA member will be carried out in a discreet and fair manner. All actions and outcomes will be advised to the Volunteer in writing.

In the event of a dispute about their removal as a NHW WA member, any person may appeal the decision to a duly constituted Dispute Hearing Sub Committee of the State Advisory Board. This Dispute Hearing Sub Committee shall comprise no fewer than 3 and no more than 5 Board members. Decision of the Sub committee will be based on a simple majority to uphold or rescind a decision to remove a NHW WA member. Tied votes will be taken as in favour of the appellant and rescission and decisions of the Sub Committee are final.

## Grievance Policy

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A grievance is a real or perceived cause for complaint and can be towards another volunteer.

### Grievance Procedure

#### Step 1

The aggrieved Volunteer is encouraged to explore the problem/situation directly with the person(s) involved; clearly outlining what he/she feels should be done to alleviate the situation.

#### Step 2

If this is not an option for you, then discuss the matter directly with the NHW State Coordinator, or any other person on the NHW State Board.

#### Step 3

The parties involved will be asked to comply with the best solution that has been identified by all involved. All information will be treated in the strictest confidence.

NHW WA recognises that open communication and feedback are essential elements of a satisfying and productive volunteering experience. Every effort will be made to solve problems cooperatively and informally before presenting them in writing as a formal grievance process.

All formal avenues for handling grievances will be fully documented and the Volunteer's wishes will be taken into account in the determination of appropriate steps and actions.

All complaints and questions will receive thoughtful consideration in a timely manner and will be discussed with the individual who raises them. Discussions held are confidential.

A grievance can be withdrawn at any time in writing to the NHW State Coordinator.

## Privacy and Confidentiality

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### Privacy

All personal information that is collected and entrusted to NHW WA is treated with an appropriate degree of privacy.

Personal information is any information that an individual's identity can be reasonably determined.

NHW WA privacy policy and procedures are reviewed in accordance with changes in the law.

Volunteer personal information will be held in a secure area for 7 years then confidentially destroyed.

## **Confidentiality**

Due to the nature of NHW operations, it may be necessary for NHW WA groups to collect personal information on other volunteers.

You are required to:

- Treat that information as strictly confidential;
- Prevent the release of that information – unless explicitly approved by the volunteer or unless you are legally obliged to do so;
- Respect the privacy of all volunteers;
- Never take photos of children or adults unless appropriate consent has been given; and
- Never distribute private, confidential or copyrighted records, reports or documents unless required by law.

NHW WA does not endorse NHW WA groups collecting and retaining personal information of community members who are not volunteers with NHW WA.

## **Insurance**

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All volunteers while undertaking activities relating to NHW are covered for Public Liability and Personal Accident under the WA Police RiskCover Insurance.

Please note: In regards to pre-existing medical conditions, cover will not apply if the injury or illness suffered in the course of your volunteering is determined to be directly caused or arising from a pre-existing condition that we have not been informed about. Cover will apply however if the injury or illness suffered is determined to be independent of any pre-existing condition.

Injury to a volunteer or other persons caused through a road accident to and from the place of volunteering will be covered by the vehicle's registration and compulsory third party insurance. There are conditions that apply to Third Party Insurance. You will find the conditions and warranties written on the back of your vehicle registration papers.

Volunteers, if involved in an accident or are in some way injured while carrying out their duties under the Neighbourhood Watch banner, must inform the NHW State office as soon as convenient.

It is the volunteers responsibility to disclose to their NHW Group/Local Government Authority of any medication that they may be taking that could affect their ability to drive or control a vehicle.

If a volunteer does not disclose their mediation and was driving a vehicle that caused damage or injury to other parties then they may not be covered by insurance.

As Neighbourhood Watch volunteers are locally driven community groups it is up to each group to determine appropriate risk mitigation processes .

Please note the cover provided is subject to the terms, conditions and limitations specified in the RiskCover Cover Document and Fund Guidelines. Anyone with any questions regarding insurance cover should contact the NHW State Office with their specific enquiries.

## Logos, Sponsorship and Copyright

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Funding is provided to the NHW program by WA Police.

The WA Police, as a member of Neighbourhood Watch Australasia, has copyright authority for the Neighbourhood Watch name.

The NHW Logo is a registered ® trademark in Australia by Victoria Police. The WA Police has been provided with the authority to use, and permit the use of the trademark.

**Permission must be obtained before any use of the name or logo on any new resource.**

Written applications (emails are accepted) should be addressed to:

State Coordinator  
Neighbourhood Watch State Office  
Level 3  
2 Adelaide Terrace  
East Perth WA 6004  
or  
Email: [info@nhw.wa.gov.au](mailto:info@nhw.wa.gov.au)

Any unauthorised use of the logo may result in breach of copyright.

Local NHW WA groups can seek and acknowledge local supporters, but if an organisation wants to be publicly identified with NHW WA or use their logo or name in any advertising, they must contact the NHW WA State Coordinator.

**NOTE:** Neighbourhood Watch WA members are not to approach potential sponsors without authorisation of the Police Media and Public Affairs Branch or the NHW WA State Coordinator.

## Neighbourhood Watch State Office Responsibilities

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### Objective

To coordinate NHW across Western Australia

### Responsibilities

The Neighbourhood Watch State Office is responsible for:

- managing the NHW philosophies and providing support to NHW WA groups;
- providing a consultancy service to the NHW WA Watch Board on NHW matters;
- providing regular reports and advice to the NHW WA Board on the status of NHW;
- ensuring the effective management of NHW by preparing and maintaining policy documents and manuals, as well as contributing to the strategic and business planning processes;
- producing and distributing NHW WA identification cards as required;
- liaising with internal and external stakeholders to achieve corporate and community requirements and goals;
- evaluating the effectiveness of NHW WA programs and providing recommendations to the NHW WA Board;
- administering the assets of NHW WA;
- determining the eligibility for new membership and evaluation for suitability of any person;
- preparing articles for the Neighbourhood Watch Australasia magazine;
- preparing and monitoring of the NHW WA budget; and
- maintaining the NHW WA website and online facilities.

### How NHW WA fits into WA Police

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Neighbourhood Watch WA is a WA Police supported program.

The level of support given to a local NHW WA group is at the discretion of the Officer in Charge at the local Police station and may include:

- Attendance at local NHW WA group meetings;
- Assisting with NHW WA projects and events;

- Establishing and maintaining effective communication with the local NHW WA group;
- Promoting NHW to the community at any opportunity;
- Supporting the establishment and maintenance of a local NHW WA group; and
- Providing advice on NHW matters.

## How NHW WA fits into Local Government Authorities

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One of the unique features of the NHW WA program is that there are a number of different workable models of NHW WA groups in operation. The diversity of these groups is too great to detail them all however, the NHW State Office suggests that groups aligned to a Local Government Authority are generally the most effective in generation and delivery of the NHW program at the local level.

Local Government Authorities are best placed to understand and reflect the particular needs and problems of their local communities and deliver the most appropriate crime prevention programs at the local level. The NHW program is one tool in the crime prevention tool bag and NHW WA groups can be seen as one resource that has the capacity to generate and deliver initiatives to meet these needs.

To support a NHW WA group a Local Government Authority will generally have:

- Clear understanding of crime prevention;
- Good governance and leadership;
- Ability to develop sustained partnerships;
- A wide range of approaches to crime prevention – targeted and broad-based; and
- Clear framework.

Local Governments do have the infrastructure and relationships with community partners to support a local NHW WA group. NHW State Office understands all Local Governments are not in a position to support a NHW WA group and that the level of support given to a local NHW WA group is at the discretion of each Local Government.

The NHW State Office will provide support and resources to all NHW WA groups whether they are aligned to a Local Government or not.

## Neighbourhood Watch Identification Cards

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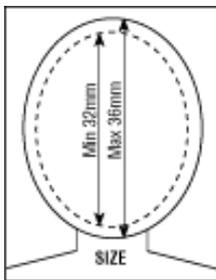
Manufacturing and distribution of NHW WA identification (ID) cards is coordinated by the NHW WA State Office.

It is recommended that all NHW WA volunteers have an ID card.

Cards are only issued once a Police Clearance has been conducted and the person approved.

### How to obtain a NHW WA ID card:

- It is the responsibility of the volunteer to supply a current digital photograph to the NHW State Coordinator via [info@nhw.wa.gov.au](mailto:info@nhw.wa.gov.au).
- The photograph needs to confirm to the following guidelines:



- show natural skin tones;
  - have appropriate brightness and contrast;
  - no flash reflections and no red eye;
  - show you with a neutral expression and mouth closed;
  - have a plain, light-coloured background (e.g. white, cream or pale blue);
  - show you looking directly at the camera;
  - show you with no hair across your eyes;
  - show both edges of your face clearly;
  - not show you looking over one shoulder (portrait style) or with head tilted; and
  - photograph cannot be manipulated, for example, by removing spots or softening lines.
- Any new ID cards will have an expiry date of two years from date of issue.
  - Once a card has expired the NHW State Coordinator will facilitate the process of renewing the ID card.

## Incorporation

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Neighbourhood Watch WA is not an incorporated body. It is a member of Neighbourhood Watch Australasia.

The decision to incorporate your NHW WA group needs careful consideration. The most discussed issue in this decision is the need to limit the personal liability of the Committee Members. While this is an important factor, other considerations such as cost, ongoing statutory fees, accounting and auditing fees, compliance with regulations and whether members are entitled to a financial interest in the association are relevant. If the wrong legal structure is chosen, it may be a very expensive and time consuming exercise to transfer the adopted legal structure to a more suitable one.

For further information on incorporating your NHW WA group, please contact the Department of Commerce via [www.commerce.wa.gov.au](http://www.commerce.wa.gov.au).

Permission to use the NHW WA logo by an incorporated NHW group must be sought and ratified by the NHW State Board.

## Endorsement

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NHW WA, in line with WA Police endorsement policies is not permitted to recommend or endorse the products or services of any person or business.

## Media

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Only the NHW State Director or a representative from Police Media and Public Affairs Branch or a nominated representative may respond to or make comment to any member of the Media on behalf of NHW WA.

In the event that you are requested to make comment you are to refer the Media to the NHW State Office.

### **Social Media**

If NHW WA groups are willing to administer and manage their own facebook page we are able to support this by providing guidelines and terms of use for NHW groups to follow.

The guidelines and terms of use are available on the NHW website – [www.nhw.wa.gov.au](http://www.nhw.wa.gov.au).

Under no circumstances will the NHW WA logo be approved for use on facebook pages. If a NHW WA group is found to be using NHW logo the NHW State Office will provide written advice to the facebook page administrator to remove the logo within 7 days. Failure to comply will involve a breach of copyright being lodged with facebook and the facebook page removed.

Volunteers utilising social media are cautioned that the internet is often not an anonymous tool. We ask that you assume everything you write or post under the banner of NHW WA can be traced back to you.

For the sake of clarity, we outline your responsibilities below:

- Do not breach relevant NHW policies;
- Do not publish confidential information;
- Be respectful; and
- Avoid misuse of trademarks and intellectual property.

## **Newsletters**

NHW WA does not endorse or support the distribution of NHW WA groups distributing their own newsletters.

If a NHW WA group would like to distribute their own newsletter authorisation needs to be sought from the NHW State Office.

## New Volunteer Acknowledgement

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This acknowledgement page is provided for all new NHW Volunteers to sign as a record that the contents of this document have been read and understood.

Once signed, scan and email this page to the NHW WA State Coordinator.

*I acknowledge that I \_\_\_\_\_ have read and fully understand the contents of this Neighbourhood Watch WA Policies & Procedures 2016, which outlines the protocols I must adhere to and my responsibilities as a Volunteer of Neighbourhood Watch WA.*

**Signed:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**NHW WA Group:** \_\_\_\_\_

**Date:** \_\_\_\_\_